



Bellevue Fire Department **2020** **ANNUAL REPORT**





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BFD-21-6070

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**ONE DEPARTMENT
ONE PURPOSE
TO SAVE AND PROTECT**



MESSAGE FROM THE FIRE CHIEF



Jerome D. Hagen
Chief of Bellevue Fire Department



I offer thanks to the City Manager, City Council, other city departments and our community members for your support of the Bellevue Fire Department in 2020. Together, all members of the Bellevue Fire Department were focused on creating positive outcomes for all those that reside, work and recreate in Bellevue.

Last year was challenging for many reasons, not the least of which was providing emergency services to a diverse community in the midst of a continuing pandemic. I am gratified to say that Bellevue Fire remained true to its core values and its mission: a protected, prepared, and healthy community. My staff successfully met all the challenges presented to them. If you will allow me the opportunity, I would like to boast just a little. During 2020 they impressively accomplished the following:

- Were reaccredited by the Center for Public Safety Excellence (CPSE).
- Maintained a class 2 rating with the Washington Surveying Rating Bureau (WSRB).
- Navigated obtaining PPE and equipment procurement (no small feat).
- Adapted our response policies and procedures to the changing environment.
- Completed 90% of our fire inspections for the year.

Added to this list was our responsibility to lead the city in its pandemic response via our Emergency Operations Center staff. The lengthy and difficult activation pushed them to their limits but strengthened their planning and response skills which ultimately benefits the city for the next unexpected incident. In addition, our CARES team saw a 25% increase in requests from the community. When other agencies were closing, we increased our reach to the most vulnerable.

I am grateful for the support of the Bellevue community and other key stakeholders which have partnered with us to ensure that the safety of the community remained priority one. I am optimistic that there are brighter days ahead but know it will require strength of will and a keen focus to begin examining what we do and how we do it with an equity and inclusion lens so that we will be able to rise to future challenges and respond well for all who work, live and play in our service area.

Thank you for your partnership. We could not do what we do without you.

Jerome D. Hagen



ABOUT BELLEVUE FIRE

FUNDAMENTAL ROLE

The fire department's fundamental role is to create a safe environment so that the communities it serves can thrive.

From its inception the Bellevue Fire Department's primary focus has been to protect life and property, whether from fire, natural or human-caused disasters or medical emergencies. We are recognized as a leader in the region because of our excellence in providing these services, and the residents of the communities we serve rely on our expertise and responsiveness. In addition to the City of Bellevue, fire and emergency services are also provided by Bellevue Fire to the communities of Newcastle, Medina, Clyde Hill, Hunts Point, Yarrow Point and Village of Beaux Arts.

The Bellevue Fire Department has maintained continuous international accreditation from the Commission of Fire Accreditation International since 1998. The department also maintains a Class 2 rating from the Washington State Survey and Rating Bureau.

We are committed to building and supporting a protected, prepared and healthy community. To effectively accomplish our mission, we strive to provide exceptional public service to all our customers by adhering to the highest ethical standards and providing consistent, equitable and responsive service.



SERVICE

7

communities served

39

square miles protected

169,075

population served

(356,055 including ALS service area)

\$82

over billion
assessed property value protected

22

years of CFAI accreditation

2

 WSRB

WSRB
rating class



VALUES IN ACTION



MISSION

Assist the public in the protection of life and property by minimizing the impact of fire, medical emergencies, and potential disasters or uncontrolled events.

VISION

A protected, prepared and healthy community.

VALUES

Bellevue Fire embraces the City of Bellevue's core values and is committed to upholding and embodying them in our policies, culture and daily actions.

CITY OF BELLEVUE CORE VALUES

Exceptional Public Service, Stewardship,
Commitment to Employees, Integrity, Innovation

2020 ACCOMPLISHMENTS

ACCREDITATION

On March 3, 2020, the Commission on Fire Accreditation International (CFAI) awarded reaccreditation status to the Bellevue Fire Department. This marked the 4th consecutive time the department has achieved this milestone since it was originally accredited in 1998.

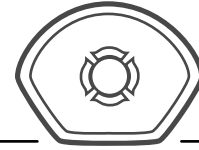
Accreditation is a voluntary process of agency self-assessment. It is an international recognition of achievement which demonstrates to a community that an agency continually self-assesses, looks for opportunities for improvement, and is transparent and accountable through third party verification and validation. Accredited agencies are often described as being community-focused, data-driven, outcome-focused, strategic-minded, well organized, properly equipped, and properly staffed and trained.

Our performance is measured against:

- 10 Categories
- 45 Criteria Statements
- 86 Core Competencies
- 252 Performance Indicators

Accreditation embodies our Core Values:

- Accreditation illustrates through a transparent examination of our organization, that we act and lead with Integrity.
- Accreditation demonstrates a Commitment to Employees because we desire to build and maintain a culture of continuous improvement.
- Accreditation is a seal of approval, highlighting a significant investment in time and effort to provide Exceptional Public Service to all our stakeholders.
- Accreditation stimulates Innovation to solve problems, find solutions, and moves us towards the edge of making a better, more informed decision.
- Accreditation enhances Stewardship, resulting in a more focused evaluation and use of our resources.



ACCREDITATION

288 accredited agencies

12% of the United States population are protected by accredited agencies

5 years
The period accreditation is valid

4 major areas WSRB evaluates communities:
WATER SUPPLY
FIRE DEPARTMENT
EMERGENCY COMMUNICATIONS
FIRE SAFETY CONTROL

WSRB CLASS 2 RATING

The Washington State Survey and Rating Bureau (WSRB) is an independent, non-profit public service organization that determines the Protection Class of cities and fire protection districts by evaluating their fire protection/suppression capabilities using a grading schedule. Protection Class Ratings are used by insurance companies to help determine fire insurance premiums for properties.

HIGHLIGHTS

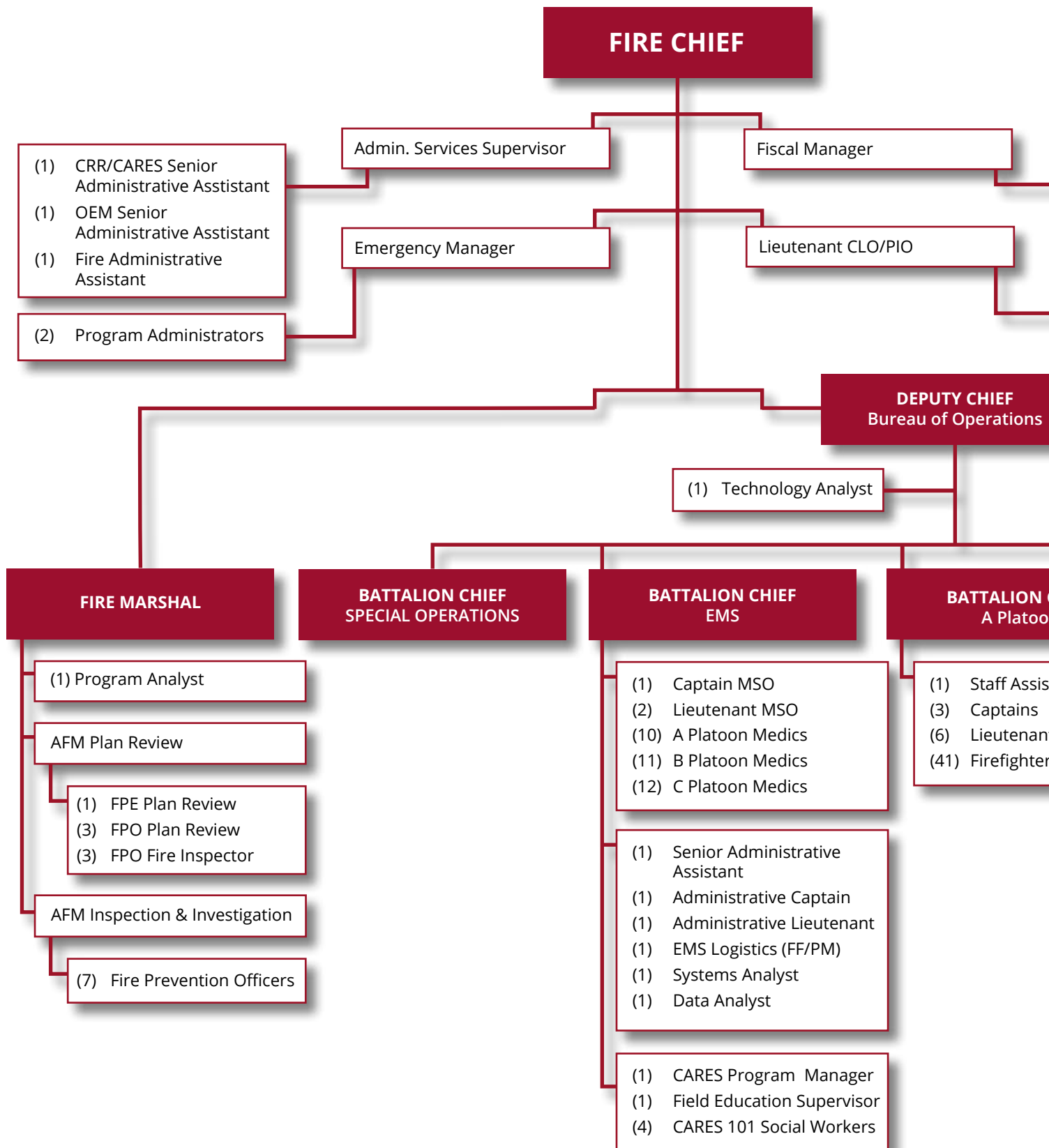
- Effective October 1, 2020, the Bellevue Fire Department retained its Class 2 rating by making significant movement in reducing deficiency points.
- All our contract cities (Newcastle, Medina, Clyde Hill, Hunts Point, and Yarrow Point) except Beau Arts Village retained a Protection Class 2 rating.
- Beau Arts Village improved from a Protection Class 3 to a Protection Class 2 Rating.
- A Class 2 rating is currently the highest protection classification in the State of Washington.

OTHER NOTABLE ACHIEVEMENTS

- Completion of an Eastside Debris Management Plan which better positions the City to recover financially and functionally from natural disasters such as earthquakes and floods.
- Completion of a draft update of the Olympic Pipeline Response Guide and recommendation to implement GEO Fencing to NORCOM. Alerts will be sent for any incidents dispatched to a location within 100 feet of either the Olympic Pipeline or Northwest Pipeline.
- 100% Completion of Individual Company Evaluations and Annual Fitness Evaluations for all Operations personnel.



BELLEVUE FIRE



ORGANIZATIONAL CHART

(1) Timekeeping Administrative Assistant
(1) Procurement Specialist
(1) Senior Budget Analyst

(1) Community Risk Reduction Specialist

DEPUTY CHIEF
Bureau of Support Services

CHIEF
n

tant

ts

s

BATTALION CHIEF
B Platoon

(1) Staff Assistant
(3) Captains
(6) Lieutenants
(44) Firefighters

BATTALION CHIEF
C Platoon

(1) Staff Assistant
(3) Captains
(6) Lieutenants
(43) Firefighters

BATTALION CHIEF
Training

(1) Administrative Assistant
(1) Training Captain
(1) Training Lieutenant

(1) Senior Business Process Analyst
(1) Fire Facility Operations Specialist

FIRE FACILITIES / FAM
(1) Operations Manager
(1) Project Manager
(2) Fire Facility Operations Specialists

2020 PERSONNEL

249 employees

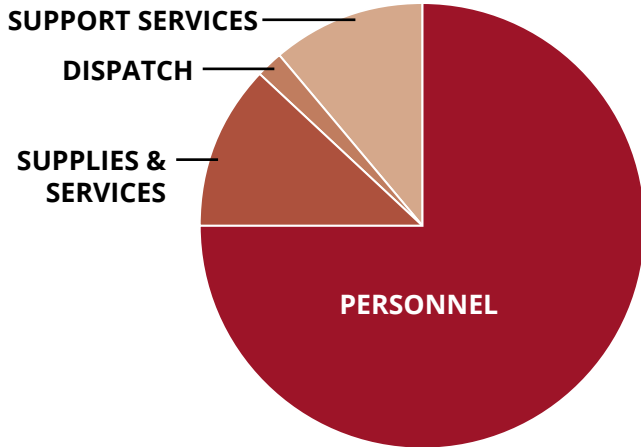
9 chief officers

164 firefighter-EMTs

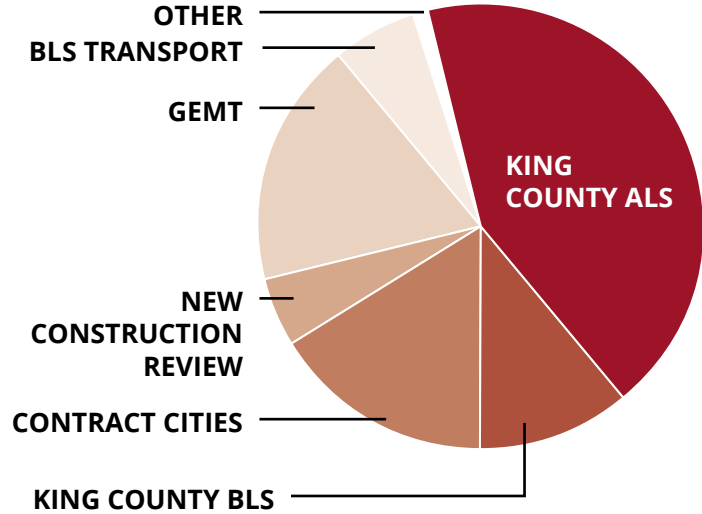
34 firefighter-paramedics

42 civilian employees

DEPARTMENT GENERAL FUND EXPENDITURES



DEPARTMENT GENERAL FUND REVENUE \$24.1 MILLION



| | Percent of Budget | \$ in Millions |
|---------------------|-------------------|----------------|
| Personnel | 75% | \$39.6 |
| Supplies & Services | 12% | \$6.3 |
| Dispatch | 2% | \$1.2 |
| Interfunds | 11% | \$6.0 |

| | Percent of Budget | \$ in Millions |
|-------------------------|-------------------|----------------|
| King County ALS | 43% | \$10.4 |
| King County BLS | 11% | \$2.6 |
| Contract Cities | 16% | \$4.0 |
| New Construction Review | 5% | \$1.1 |
| GEMT | 18% | \$4.5 |
| BLS Transport | 6% | \$1.4 |
| Other | 1% | \$0.1 |



FINANCE

The primary focus of the department remains the provision of emergency services to the community including fire, emergency medical, emergency management, fire inspection and fire investigation services.

In 2020, BFD amended annual budget for the following funds:

- General Fund \$57.8 million
- Capital Investment Plan \$25 million
- Other \$1.3 million

FINANCIAL PRIORITIES IN 2020

Ground Emergency Medical Transport (GEMT) Revenue

- 2020 marked the second year in receiving federal reimbursement of BLS transports as a Medicaid provider, totaling \$3.1 million in reimbursements from eligible transports.

Financial Controls – Established overtime controls and accountability system which supported department wide planning and training.

Fire Facilities Levy - 2020 marked the fourth year of funding from the voter approved 2016, 20-year Fire Facility Levy. Approximately \$6.5 million will be received annually from the levy for the next 20 years. Continued implementation of the Fire Levy including the design and build of downtown Fire Station 10 and rebuild of Station 5 and paying for numerous other improvements to fire facilities.

COVID-19 – Extensive region wide collaborative response to COVID-19 impacting policy and operations across the Eastside, resulting in \$2M+ in federally supported initiatives.

EMTG - Continued to participate as the Fiscal Agent through 2020.

Budget Process – Prepared proposal submittal site for the 2021-2022 Budget Process.

EMS Levy – Provided a voice in the planning process for the 2020-2025 EMS Levy development and the expansion of Mobile Integrated Health (MIH) programming in the next levy period. The Levy was adopted in November 2019, and the Citizen Advocates for Referral and Education Services (CARES) division expanded services to 7 days per week in 2020.



Krystal Hackmeister
2020 Fiscal Manager



OVERVIEW OF FUNDS

53.1 million
in annual operating budget

24.1 million revenue

44%
of the budget supported
by outside revenue

96.1%
budget utilized to provide
emergency services

3.9%
budget to support
administrative services

FIRE STATIONS

STRATEGIC PLACEMENT

Nine fire stations (plus a paramedic unit stationed at Overlake Hospital) are strategically located throughout the city to maximize coverage and minimize response times. Stations are staffed twenty-four hours a day, seven days a week, by three separate shifts. There are 249 employees in the fire department; 207 fire personnel and 42 civilian staff.



FIRE STATIONS

9 stations

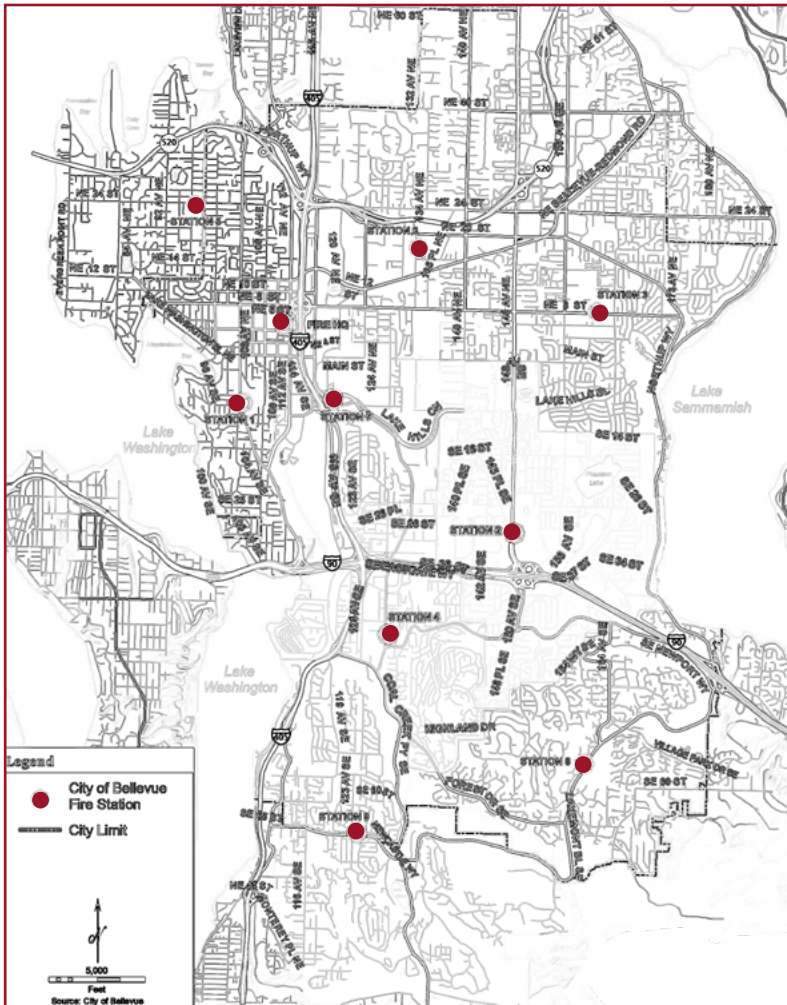
7 engines

2 ladder companies

3 aid cars (basic life support)

4 paramedic units (advanced life support)

48 firefighters on duty



RESOURCE DEPLOYMENT



RESPONSES BY UNIT

| | |
|--------------|---------------|
| 2,444 | Aid 101 |
| 2,206 | Aid 103 |
| 2,113 | Engine 106 |
| 2,002 | Aid 102 |
| 1,801 | Medic 102 |
| 1,711 | Ladder 107 |
| 1,575 | Medic 101 |
| 1,527 | Ladder 103 |
| 1,482 | Engine 104 |
| 1,429 | Engine 105 |
| 1,405 | Medic 104 |
| 1,371 | Engine 101 |
| 1,340 | Engine 109 |
| 1,070 | Engine 102 |
| 1,027 | MSO 105 |
| 691 | Battalion 101 |
| 584 | Medic 103 |



TOTAL INCIDENTS

2016 18,764

2017 19,843

2018 19,970

2019 19,660

2020 INCIDENTS

18,744

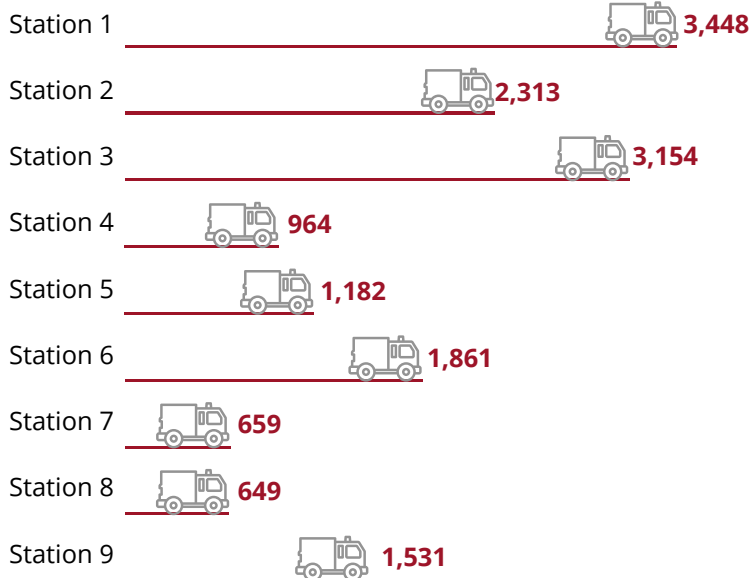
total incidents in 2020

8,915

total of incidents for Stations 1, 2 and 3

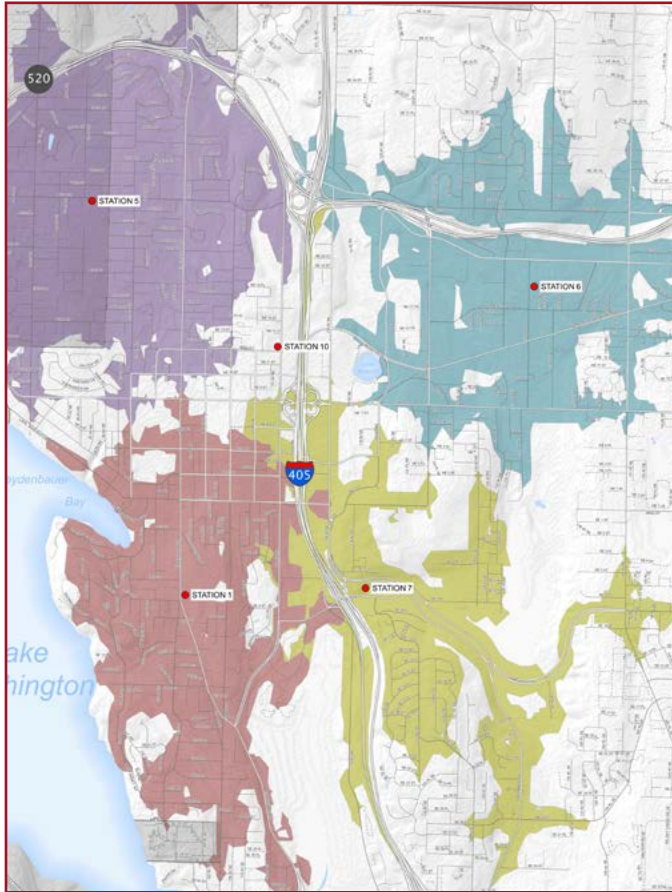


INCIDENTS BY STATION AREA

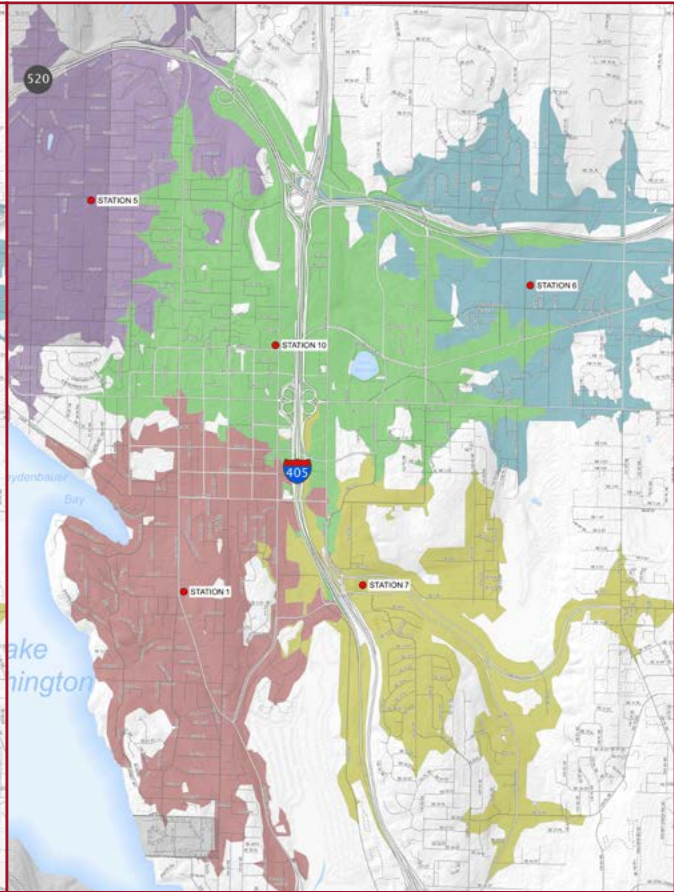


FIRE STATION 10

4 MINUTE RESPONSE AREA *WITHOUT* STATION 10



4 MINUTE RESPONSE AREA *WITH* STATION 10



White color shows area outside 4 minute response time

Projected opening of Fire Station 10 is 2022

IMPROVED COVERAGE AND RESPONSE TIME

The city has acquired the property and completed design work for a new fire station. Additionally, demolition of the existing structures on the site has been finished. Fire Station 10 will be located on the west side of 112th Ave NE and NE 12th St, north of McCormick Park. Site selection was based on improved response times, site configuration, traffic impacts and freeway access. Fire Station 10 will improve response times for fire and medical emergencies in the Northwest Bellevue, Downtown, and BelRed areas and will relieve pressure on resources throughout the city that must frequently respond into Downtown.

In 2020, community members were invited to several events about this project. In January, they had the opportunity to attend an in person open house at City Hall where they were able to ask questions of subject matter experts. A virtual design open house in July allowed participants to give feedback on the station's conceptual design. And lastly, the Development Services Department held a virtual public meeting in August to allow comments on the Notice of Application.

A Conditional Use Permit Hearing is scheduled for April 2021, and the project will be publicly bid in the third quarter of 2021.

CENTRAL BUSINESS DISTRICT

VERTICAL RESPONSE TIME

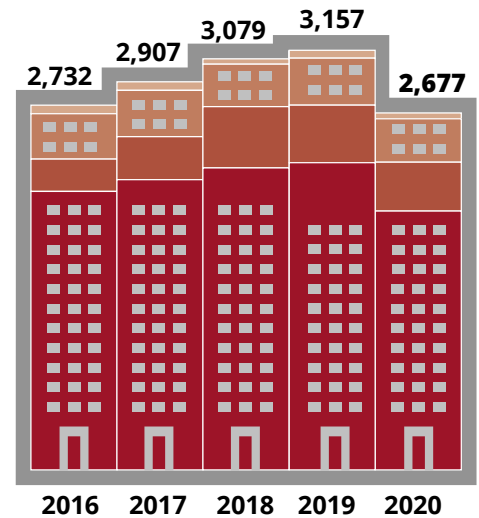
As the number of high-rise buildings in the Central Business District grow, Fire Station 10 will help reduce “vertical response time” in reaching fire or medical emergencies on upper floors. The station is scheduled to open in late 2022 and will be home to a new engine company as well as allowing for the relocation of an aid car, medic unit and the on-duty battalion chief to a more central location in the city.



2020 DOWNTOWN INCIDENTS

2,677

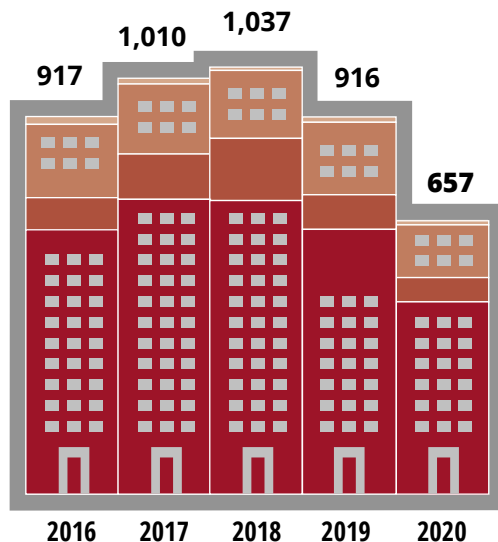
downtown incidents



2020 HIGH-RISE INCIDENTS

657

high-rise building incidents



INCIDENT BY THE NUMBERS

CENTRAL BUSINESS DISTRICT INCIDENTS

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------|-------|-------|-------|-------|-------|
| FIRE | 64 | 64 | 40 | 59 | 44 |
| AFA | 242 | 322 | 459 | 352 | 325 |
| SERVICE | 340 | 347 | 318 | 431 | 366 |
| EMS | 2,086 | 2,174 | 2,262 | 2,315 | 1,942 |

HIGH-RISE INCIDENTS

| | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------|------|------|------|------|------|
| FIRE | 19 | 14 | 8 | 13 | 8 |
| AFA | 178 | 170 | 165 | 176 | 125 |
| SERVICE | 78 | 110 | 151 | 84 | 61 |
| EMS | 642 | 716 | 713 | 643 | 463 |

EMS 2020 RESPONSE TIME STANDARDS

BENCHMARK STANDARDS

When lives and property are at risk, every second of the emergency response cycle counts. The Bellevue Fire Department has adopted standards for emergency response that align with “best practices” as recommended by the Commission of Fire Accreditation International (CFAI) and the National Fire Protection Association (NFPA).

GOAL FOR ALL EMS STANDARDS: 90% OF THE TIME

BASIC LIFE SUPPORT (2 EMTs) TURNOUT TIME

From the time of alarm to the time unit is en route.

Goal: 1 minute

Actual: 1:47 minutes

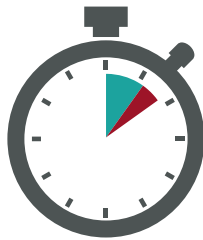


BASIC LIFE SUPPORT (2 EMTs) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Goal: 6 minutes

Actual: 8:21 minutes



ADVANCED LIFE SUPPORT (2 EMTs AND 2 PARAMEDICS) TURNOUT TIME

From the time of alarm to the time unit is en route.

Goal: 1 minute

Actual: 1:49 minutes



ADVANCED LIFE SUPPORT (2 EMTs AND 2 PARAMEDICS) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Goal: 8 minutes

Actual: 21:33 minutes

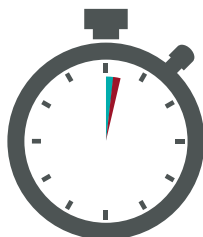


COMPLEX MEDICAL INCIDENT (5 EMTs, 2 PARAMEDICS, 1 MSO) TURNOUT TIME

From the time of alarm to the time unit is en route.

Goal: 1 minute

Actual: 2:03 minutes



COMPLEX MEDICAL INCIDENT (5 EMTs, 2 PARAMEDICS, 1 MSO) TOTAL RESPONSE TIME

From the time of alarm to the time of arrival.

Goal: 8 minutes

Actual: 17:10 minutes



FIRE 2020 RESPONSE TIME STANDARDS

GOAL FOR ALL FIRE STANDARDS: 90% OF THE TIME

TURNOUT TIME - SINGLE-FAMILY WORKING FIRE

From the time of alarm to the time unit is en route.

Standard: 1:20 minutes

Actual: 2:08 minutes



FIRST ARRIVING ENGINE AT A SINGLE-FAMILY WORKING FIRE

From the time of alarm to the time of arrival.

Standard: 6:20 minutes

Actual: 9:01 minutes



FULL ALARM ASSIGNMENT OF 19 FIREFIGHTERS AT A SINGLE-FAMILY WORKING FIRE

From the time of alarm to the time of arrival.

Standard: 10 minutes

Actual: 15:58 minutes



TURNOUT TIME - COMMERCIAL OR MULTI-FAMILY WORKING FIRE

From the time of alarm to the time unit is en route.

Standard: 1:20 minutes

Actual: 1:53 minutes



FIRST ARRIVING ENGINE AT A COMMERCIAL OR MULTI-FAMILY WORKING FIRE

From the time of alarm to the time of arrival.

Standard: 6:20 minutes

Actual: 8:01 minutes



FULL ALARM ASSIGNMENT OF 25 FIREFIGHTERS AT A COMMERCIAL OR MULTI-FAMILY WORKING FIRE

From the time of alarm to the time of arrival.

Standard: 10 minutes

Actual: 27:58 minutes





NORCOM DISPATCH CENTER

North East King County Regional Public Safety Communication Agency (NORCOM) operates from a secure floor of city hall in downtown Bellevue, providing emergency communications services for twenty agencies across a large portion of northeast King County from Shoreline all the way to the mountain passes in Skykomish and Snoqualmie. Six police agencies and fourteen fire departments rely on NORCOM for dispatch services.

FIRE LIAISON

NORCOM's fire liaison is a single point of contact dedicated to serving the Fire/EMS agencies and works to foster strong relationships between NORCOM staff and agency personnel. The fire liaison works closely with Bellevue Fire command staff to support agency policies, procedures, standards, goals, and objectives through the communications center. Additionally, the fire liaison represents NORCOM at various local and regional boards and committees to remain engaged with regional fire efforts.

COVID-19

2020 marked a challenging year with the ongoing COVID-19 pandemic. NORCOM worked closely with King County Public Health and EMS providers like Bellevue Fire to update screening and triage questions for 911 calls and adopt novel dispatch policies to keep responders and the community safe. Internal policies and great partnership with City of Bellevue staff allowed NORCOM telecommunicators to continue operating in a safe and healthy environment.



2020 HIGHLIGHTS

62 telecommunicators

20 agencies

779 calls per day

97%
calls answered in less than 15 seconds

82%
calls dispatched in less than 60 seconds



OPERATIONS



Andy Adolfson
Deputy Chief
Operations
Bureau

The Bureau of Operations provides for the response to emergency and non-emergency incidents. Every day we work with allied fire, EMS and police agencies to provide high quality, efficient assistance to those who live and work on the Eastside.

As an "All Hazards" agency we respond to fires, medical incidents, hazardous materials releases, technical rescues and other types of emergencies; we also offer to link the people we care for with any needed social services.

The Fire Department's service area has seen tremendous growth over the past 25 years which has brought new challenges. Taller and more abundant high-rise buildings, elevated and below ground light rail, homelessness, opioid use and an increased population are a sampling of these transformations.

The Bureau of Operations continually assesses data to guide changes that will result in more efficient service delivery. We are a caring organization, so we listen to the people we serve and strive to be more responsive to their needs.

The COVID-19 pandemic has led our agency take up new techniques to minimize risks to crews and those we serve. Though there were continual policy and procedural changes as more was learned about the disease and how to prevent its spread, our crews quickly and effectively adopted these changes.



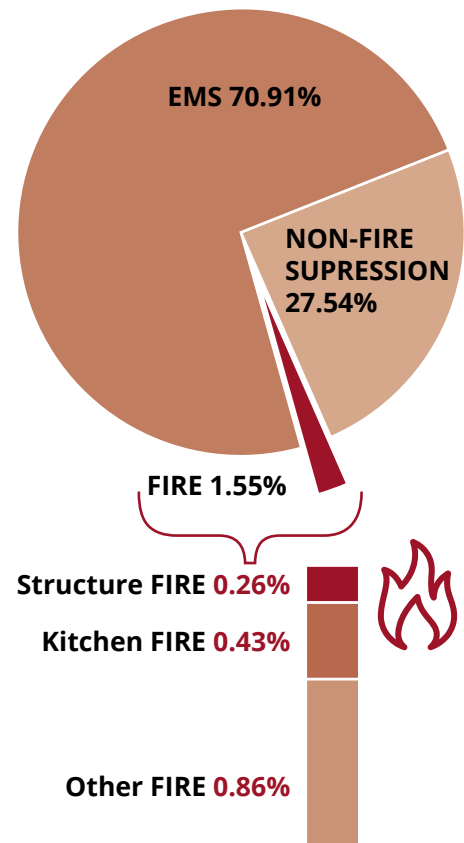
FIRE RESPONSE

236 fires

69.2%
fires contained to room of origin

\$5.7 million
dollars lost to fires

INCIDENTS BY TYPE





SIGNIFICANT INCIDENTS



Feb 22 **APARTMENT FIRE WITH ONE VICTIM – BELRED**

This was a fire that spread from a lower floor unit to the units above. Much of the fire was extinguished from the exterior. Crews finished putting out the fire from the inside. During a search of the apartments, a male victim was found in cardiac arrest. He was treated on scene and transported to Harborview Medical Center.

Mar 2 **OVERTURNED SCHOOL BUS – EASTGATE**

When a bus driver was assisting one of two students on the bus, the bus began rolling down a steep hill, striking a retaining wall and other vehicles. It came to rest on its side in the front yard of a local resident. Bystanders rendered immediate aid, and no obvious injuries were found. As a precaution, both children were transported to local hospitals.

May 31 **CIVIL UNREST/VEHICLE FIRE – NORTHWEST BELLEVUE**

During the social justice protests in Bellevue, groups of agitators turned to vandalism and started a vehicle fire. Engine 101 was able to quickly extinguish the fire and prevent it from spreading to any nearby structures.

June 1 **MULTIPLE FATALITY STABBING – BELRED**

Firefighter EMTs, paramedics and police were dispatched to an assault with weapons call. Once police secured the apartment units, crews found two patients in cardiac arrest due to significant injuries. They were treated and transported to Harborview Medical Center, however, they succumbed to their injuries.

July 11 **MULTIPLE CASUALTY INCIDENT-DOWNTOWN**

Bellevue firefighters, paramedics and police responded to reports of multiple victims with stab and gunshot wounds in a residential high-rise building. Police secured the scene and the patients were triaged. Two victims died on scene, one critical patient was transported to Harborview Medical Center and one patient with minor injuries was transported to Overlake Hospital Medical Center. Bellevue was assisted by units from Redmond Fire, Kirkland Fire, and private ambulance companies.

Oct 18 **HEAVILY INVOLVED GARAGE FIRE – NORTHEAST BELLEVUE**

When a homeowner heard an explosion and smelled smoke, he investigated and discovered a significant fire in his garage. He ensured the doors between the home and garage were closed and called 911. First arriving crews found flames blowing from the entire front of the garage but were able to quickly deploy a hoseline, douse the flames and keep the fire from spreading to the interior of the home. Two residents were evaluated for smoke exposure.



SPECIAL OPERATIONS

TECHNICAL RESCUE

The Bellevue Fire Department has Technician Level responders in the following disciplines: Vehicle Extrication Rescue, Rope, Confined Space, Trench and Structural Collapse. A member must have all five certifications (200+ hours) to be considered a Rescue Technician. These low frequency high risk events require initial and ongoing training, properly maintained equipment, and involves coordination with 12 regional partners in providing a Technician Level rescue response. The Bellevue Fire Department has historically staffed rescue technicians at Fire Stations 3 and 7 – the two ladder companies. Currently, the number of certified technicians assigned to the two ladder companies is at 70% (34 of 48 members have all 5 certifications). The goal is to achieve 100% by 2022.

HIGH THREAT PREPAREDNESS

The Bellevue Fire Department continues to train and prepare our members in Active Shooter/Hostile Event Response. The program is managed by a group of dedicated members passionate in this discipline and in partnership with the Bellevue Police Department.

LIGHT RAIL

With the expected completion of the East Link extension of Light Rail in 2023, the Bellevue Fire Department continues to partner with Sound Transit, Redmond Fire Department, Mercer Island Fire Department, and Seattle Fire Department to develop a rescue response program. This partnership will assist our firefighters in training and preparedness for multiple types of emergency incidents that may be encountered upon the 14-mile East Link alignment.



Mark H. Anderson
Battalion Chief
Special Operations



SPECIAL OPERATIONS

10 disciplines

Vehicle Rescue • Rope • Confined Space
Trench • Structural Collapse
Surface Water Rescue • Haz Mat
High Threat Preparedness • Wildland
Light Rail/Tunnel

ACROSS 3 PLATOONS

12 haz-mat techs

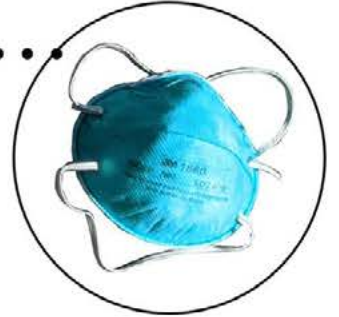
55 rescue swimmers

40 wildland firefighters

34 rescue technicians



EYE PRO



N95 MASK



GOWN



GLOVES



EMERGENCY MEDICAL SERVICES

COVID-19 RESPONSE

The EMS Division spent most of the year dealing with the COVID Pandemic. With our King County partners, we helped develop response strategies to deal with COVID positive patients. We also instituted twice daily wellness checks for each firefighter. We successfully maintained a cache of PPE for all our members, and new equipment was purchased to keep our stations, equipment, and apparatus clean and disinfected. The number of emergency incidents responded to for all King County Fire agencies was down in 2020 due to the COVID pandemic.



BLOOD PRODUCTS

Studies show patients who suffer severe trauma have better outcomes if they receive blood in the field. Working with our regional partners, we outfitted specific apparatus to keep the blood cold and within strict temperature parameters. We then trained all our firefighter paramedics to treat these specific trauma patients with blood before they arrive at a trauma center. Using the model we developed, we shared our lessons learned with our neighboring paramedic partners in Shoreline and Redmond.



EMERGENCY MEDICAL TEAM

2 paramedics completed
Harvorview / UWMC training

Personal Protective Equipment used (approximate)

130,000 pairs of gloves

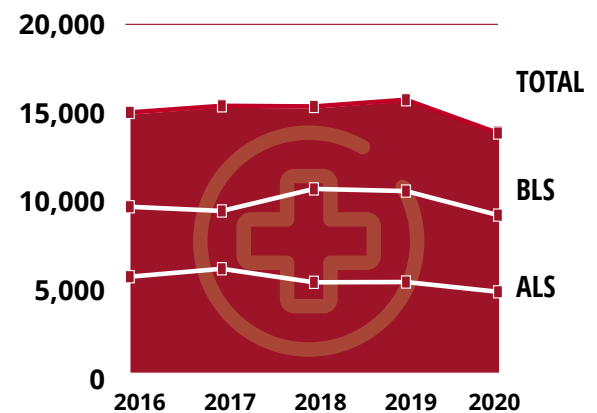
12,000 gowns

20,000 surgical masks

8,000 N95 masks professionally
cleaned and reused

↓ 13,791
total 2020 EMS calls

MEDICAL/AID INCIDENTS



| | 2016 | 2017 | 2018 | 2019 | 2020 |
|-------|--------|--------|--------|--------|--------|
| Total | 14,950 | 15,319 | 15,346 | 15,622 | 13,791 |
| BLS | 9,436 | 9,337 | 10,555 | 10,405 | 9,115 |
| ALS | 5,514 | 5,982 | 5,121 | 5,217 | 4,676 |

BLS: Basic Life Support
ALS: Advanced Life Support



BELLEVUE CARES

CARES PROGRAM

The Bellevue Fire CARES program supports community members who encounter Bellevue Fire or Police because of a 911 call by assisting them to access resources and services. The CARES program is made up of two teams. The CARES101 team is staffed by four professional social workers and responds to 911 calls at the request of firefighters and police officers on scene while the CARES advocacy team is staffed by Master of Social Work students who follow up on referrals from first responders by conducting home visits and providing ongoing case management. Due to their ability to meet individuals in their homes and to take the necessary time to gather information and build rapport, CARES advocates are often able to provide clients a level of support and advocacy that most community agencies are not able to offer, resulting in better outcomes for these people. While CARES101 addresses emergent needs and generally engages in brief encounters, the CARES team may provide support to individual community members for many years.

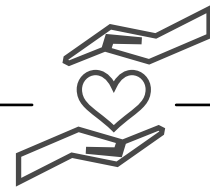
CARES AND COVID-19

As a result of COVID-19, many community agencies were no longer able to provide outreach to the people they normally serve. Bellevue Fire CARES never suspended operations; in fact, they supported several outside agencies in maintaining services to their clients. When the Hopelink Food Bank did not have enough volunteers to meet the increasing demand for home deliveries or for deliveries to COVID-positive residents, the CARES team stepped in. They currently distribute half of Hopelink's home food deliveries in Bellevue.

The continual increase in referrals to the CARES program illustrates the importance of linking community members to crucial services that extend beyond the scope of emergency response.



Natasha Grossman
CARES Program
Manager



2020 CARES PROGRAM

947 0 referrals

↑ 54% increase in referrals
from 2019

391 referrals to CARES101

60% increase in CARES101
referrals from 2019

7 days a week – service response for
CARES101





SUPPORT SERVICES

The Bureau of Support Services is comprised of the Fire Training and Supply & Maintenance Divisions. Both work collaboratively to ensure our personnel have the proper knowledge, skills, tools and equipment to safely and effectively respond to emergency calls for service.

A strategic internal partnership with the Finance & Asset Management Department helps to safeguard the reliability of our emergency response vehicles and the long-term viability of our facilities.

APPARATUS/EQUIPMENT HIGHLIGHTS

- Two new Pierce Arrow XT Fire Engines placed in service at Fire Stations 5 & 9.
- Two new Ford F-150 4x4's placed in service as Battalion Commander vehicles for incident management activities.
- New Ford F-150 4x4 added to expand the operational capability of the fire investigation team.
- Reserve fleet of fire engines stocked with an inventory of tools and equipment consistent with front-line units.
- Completed development of a Suppression Equipment Purchase Plan.
- Continued to refine the tracking of Small & Attractive Assets in our station inventories.
- New ballistic helmets and vests were purchased with donations from a newly formed Bellevue Fire Foundation.

FACILITIES HIGHLIGHTS

- With a benchmark of 62%, Preventative Maintenance vs Corrective Maintenance remained stable at 50%.
- 83% of all facility work orders or "Fix-it" requests submitted were completed.
- Major repaving project completed at the Public Safety Training Center.
- Dispatch tones project completed at Fire Station 1.
- Cross-contamination control measures implemented to reduce exposure to pathogens.
- Portable computing options made available at various fire stations to enhance social distancing.
- Fire Station 10 Design Development phase 100% complete.
- Design Development phase for replacement of Fire Station 5 in progress.



Todd Dickerboom
Deputy Chief
Bureau of
Support Services



2020 SUPPORT SERVICES

406,834

total miles driven by
Bellevue Fire Department assets

23,432

 hours in operation

9

 fire engines

2

 ladder trucks

3

 aid units

4

 medic units

operated daily by Bellevue firefighters



TRAINING

The Training Division is responsible for providing fire training, education, and ongoing development for the Fire Department. Our training division also evaluates and maintains quality control of firefighting through research and development, hands on training drills and comprehensive evaluations. The training division is responsible for development of training methods and the standards used to evaluate proficiency. Staffed with a battalion chief (who also serves as the department's safety officer), a captain, lieutenant and administrative assistant, the training division manages a variety of programs to train and protect firefighters and staff. Training programs include a recruit academy, driver operator certification, and acting officer development and certification as well as promotional assessment centers. The division works cooperatively with various local and regional partners to enhance our capabilities and resources. Our training



partners include the East Metro Training Group (EMTG), Zone 1 Technical Rescue and the Seattle Fire Department.



Keith Allen
Battalion Chief
Training Division



2020 TRAINING

37,424

training hours

177

training hours per firefighter

5 recruit firefighters graduated

105 trainings with outside agencies





FIRE PREVENTION

The Fire Prevention Division serves the public by providing fire and life safety inspections, community education and fire investigation services. These functions help prevent fires, enhance public safety in all buildings and improve emergency responders' ability to manage an incident. By doing this, we help achieve a safe, vibrant and economically sustainable city.

COVID-19

Many Bellevue businesses were temporarily closed due to the pandemic. Once they were able to open, it was at reduced capacity. The Fire Prevention Division worked with business owners to establish appropriate occupant loads for distancing and safe outdoor dining solutions. Inspectors worked with property managers and business owners to complete 91% of maintenance inspections and ensure systems were operating properly, despite the reduced capacity in which they were operating.

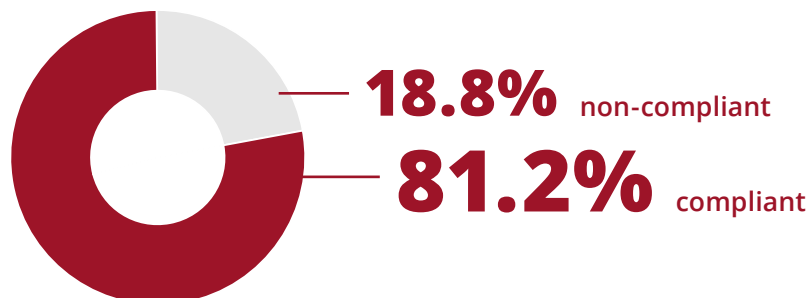
STREAMLINE INSPECTION SOFTWARE

Fire Prevention staff and fire crews implemented the new inspection software to both replace the largely paper-based previous system and aide in the introduction of the new Fire Inspection Fee Program. Training for all Streamline users continues as additional functionality is added.

IMPROVING COMPLIANCE

Updated processes for preventable alarm responses and special inspection follow-up were implemented to better ensure compliance of all systems.

COMPLIANT VS. NON-COMPLIANT SYSTEMS INSPECTED



Ken Carlson
2020 Fire Marshal



REVIEWS AND INSPECTIONS

2,828

development reviews

5,360

construction projects inspected

(construction sites closed from March 25 to May 5 due to COVID-19 restrictions)

3,492

maintenance inspections

24 fire investigations



EMERGENCY MANAGEMENT

The Office of Emergency Management (OEM) supports citywide response to emergencies and disasters. Bellevue is susceptible to many different natural and man-made hazards such as earthquakes, windstorms, and terrorism. OEM provides on call services 24/7 and helps to facilitate citywide response and recovery efforts through the City's Emergency Operations Center (EOC). OEM also works with the public to share valuable disaster skills and build a more resilient community.

COVID-19 RESPONSE

Bellevue's EOC activated from March 5 – June 17 to respond to the COVID-19 global pandemic. EOC operations transitioned to virtual in April as most EOC staff worked remotely to prevent the spread of the deadly disease. The EOC processed resource requests for personal protective equipment such as cloth face masks and helped facilitate communications for city staff and residents. CERT and Bellevue Communications Support (BCS) team volunteers were integral to the effort to package and distribute the cloth face masks directly to residents through a series of events last summer. OEM continues to prioritize support for COVID-19 response efforts.

COMMUNITY PREPAREDNESS

OEM empowers people who live or work in Bellevue to be better prepared for disaster situations, no matter what form that disaster may take. Though conventional city trainings and preparedness classes such as CERT and CERT lite had to be suspended this year due to COVID-19 social distancing requirements, OEM transitioned to preparing the public through webinars and online offerings. This included a "Re-prepare for Disasters" presentation with Washington Emergency Management Division on mental resilience following disasters and resources for community engagement.



Curry Mayer
2020 Emergency
Manager



EOC

74 days EOC was activated due to
COVID-19

80,000 cloth face masks
distributed to the public

1,428
volunteer hours

\$39,000
approximate savings from volunteer
hours

\$415,932 federal
grant dollars secured for programs

\$27,297 federal
funding for COVID-19 response



COMMUNITY RISK REDUCTION

The best way Bellevue Fire can meet the public safety needs of the communities we serve is to reduce risk and prevent as many fire and medical emergencies as possible. To be effective in this mission we work to establish relationships with community groups, schools, building managers, health care workers and area businesses. These relationships help us understand the various risks within each community for us to design educational programs and mitigation strategies to address them.

Due to the COVID-19 pandemic, the Community Risk Reduction (CRR) Specialist was temporarily reassigned to the City of Bellevue Emergency Operations Center as the Plans Section Chief from March to July, pausing any coordinated educational risk reduction programming. Additionally, as Washington State issued Stay Home, Stay Healthy orders and Safe Start guidelines, all non-emergent interaction of the CRR Group and on-duty crews with the public ceased other than a limited number of outdoor, socially distant appearances.

The in-person educational programming pause has afforded us the time to reevaluate methods of program delivery, relying on technology and utilizing partnerships to design and deliver informative content. Some highlights include:

- Worked with K-12 educators to explore technology utilized in the public-school districts for virtual learning.

- Created virtual programs that can be accessed 24/7 by individuals, assigned to students by teachers, and posted on our website. These lessons will include both pretests and posttests to gauge program success.
- Collaborated with the Bothell Fire Department to create a common-core lesson plan for virtual fire drills in the schools. This was disseminated through King County fire marshals.
- Partnered with the non-profit organization, No More Under, and Children's Hospital to assist in a virtual presentation to a group of parents on water safety/awareness and drowning prevention.
- Joined the King County Child Death Review team, which allows us to analyze fatal risks posed to our most vulnerable population.
- Worked with the King County Fire Chief's Association PIO subgroup to hold media events on topics relevant county wide including an event in North Bend at Fire Station 87 to focus on wildland fire prevention and another in Woodinville to highlight outdoor dining tent fire safety measures.
- Made progress toward the development of an annual community risk reduction guide that will help direct fire and life safety messaging on social media and our website. EMS and Fire call data was analyzed to create each weekly theme.



PUBLIC ENGAGEMENT

As with our educational efforts, the pandemic curtailed our ability to engage with the public. All City of Bellevue facilities were closed to the public, including our fire stations. Events we normally host or in which we participate were canceled to keep the public safe. Our Open House with all nine fire stations welcoming guests usually brings several thousand visitors. The Downtown Family 4th draws over 20,000 visitors annually. We normally host a booth, offer educational games for children, staff extra engines and aid cars for safety and have our distinguished Honor Guard present the colors.

Despite these limitations, our crews individually found opportunities to engage in very small scale, outdoor events, always with COVID precautions in mind. Our social media presence grew even stronger, allowing us a safe and effective way to remain connected with our residents.

One community outreach effort that involved members of our charitable organization (Bellevue Firefighters Community Support Foundation) and union (Bellevue Firefighters Local 1604) was a campaign called “Feed the Fight.” Its purpose was to help support community members and businesses impacted by COVID-19. Volunteers from the department worked with local restaurants to receive donated food, purchase additional meals with fundraising efforts, and facilitate the delivery of these meals to local families in need.

Throughout these efforts, the Foundation and

Local collaborated with local restaurants as well as critical partners such as Youth Eastside Services, the Bellevue Rotary, Hopelink, Bellevue Fire CARES, The Salvation Army, Jubilee Reach, the Bellevue School District, and the Sophia Way. The effort garnered the full support of the Bellevue Fire Department and the City of Bellevue.



COMMUNITY INTERACTION

154,133

social media engagements

2,200 meals served to families
in need through “Feed the Fight”



City of Bellevue
Fire Department
Fire.BellevueWA.gov
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